

**Manchester City Council
Report for Information**

Report to: Health Scrutiny Committee – 8 February 2023
Subject: Access to Patient Participation Groups in Manchester
Report of: Healthwatch Manchester

Summary

A mystery shopper exercise on all Manchester GP practices was conducted to review access to Patient Participation Groups by Manchester citizens. Access is poor in general and patients are not being involved in their local GP practises enough.

Recommendations

The Committee is recommended to:-

- (1) To consider and comment on the information in the report.
 - (2) Access to Patient Participation Groups (PPGs) needs to improve. We suggest the following:
 - Adopt a clear method across the board of how a person can join the PPGs so that every practice has the same process
 - Make this process accessible to the wider population such as those who do not have access to the internet or those who are unable to visit the practice
 - (3) The GP practices in Manchester who we contacted need to restart their Patient Participation Groups if they have not done so already. Where possible the previous members of each practice's PPG need inviting to this reformation as well as providing this opportunity to all other patients.
 - (4) The staff in each GP practice need to familiarise themselves with the role and requirements regarding Patient Participation Groups in order to support PPGs more effectively and efficiently.
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Wards Affected: All

Environmental Impact Assessment - the impact of the issues addressed in this report on achieving the zero-carbon target for the city

There is none

Equality, Diversity and Inclusion - the impact of the issues addressed in this report in meeting our Public Sector Equality Duty and broader equality commitments

Improving access to PPGs must be done by GP practices in accordance with the PSED to the best of their ability.

Manchester Strategy outcomes	Summary of how this report aligns to the OMS/Contribution to the Strategy
A thriving and sustainable city: supporting a diverse and distinctive economy that creates jobs and opportunities	
A highly skilled city: world class and home grown talent sustaining the city's economic success	
A progressive and equitable city: making a positive contribution by unlocking the potential of our communities	The inclusion of the patient voice in the design and delivery of GP practice services unlocks the potential of our local communities.
A liveable and low carbon city: a destination of choice to live, visit, work	
A connected city: world class infrastructure and connectivity to drive growth	

Full details are in the body of the report, along with any implications for:

- Equal Opportunities Policy
- Risk Management
- Legal Considerations

Financial Consequences – Revenue

Financial Consequences – Capital

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Background documents (available for public inspection):

The following documents disclose important facts on which the report is based and have been relied upon in preparing the report. Copies of the background documents are available up to 4 years after the date of the meeting. If you would like a copy please contact one of the contact officers above.

Mystery shopper review of access to Patient Participation Groups. December 2022. Healthwatch Manchester.

<https://www.healthwatchmanchester.co.uk/report/2022-12-29/mystery-shopper-review-access-patient-participation-groups>

Good practice? A report into the accessibility of GP practice websites. September 2021. Healthwatch Manchester

<https://www.healthwatchmanchester.co.uk/report/2021-09-23/good-practice-review-gp-practice-websites>

Seen and Heard: The experiences of children and young people in primary care

<https://www.healthwatchmanchester.co.uk/report/2022-12-30/seen-and-heard-experiences-children-and-young-people-primary-care>

1.0 Introduction

1.1 Key commissioned functions of Healthwatch Manchester are to:

- Inform and signpost people to local health and care services
- Respond to and investigate information received from local people regarding these services where there is cause for concern.

1.2 The main objectives of this report are to:

- Present an analysis of access to PPGs through review methodology and key findings and
- Make recommendations regarding areas for improving access to PPGs.

2.0 Background

2.1 Following the review of all GP practice websites in Manchester by Healthwatch Manchester (see report 'Good Practice') it came to light that evidence supporting the existence of PPGs was significantly low.

2.2 From the inception of online GP services in Manchester, Healthwatch Manchester has received a significant proportion of complaints and queries regarding access to GP services and little or no evidence of patient involvement in the design and delivery of this change to online services.

2.3 It was agreed at the December 2022 board meeting that a review of PPGs by Healthwatch Manchester was a timely and required activity.

2.4 The review of the service was carried out using the 'Mystery Shopper' assessment model and was conducted by Healthwatch Manchester staff and volunteers over a period of 2 weeks in December 2022.

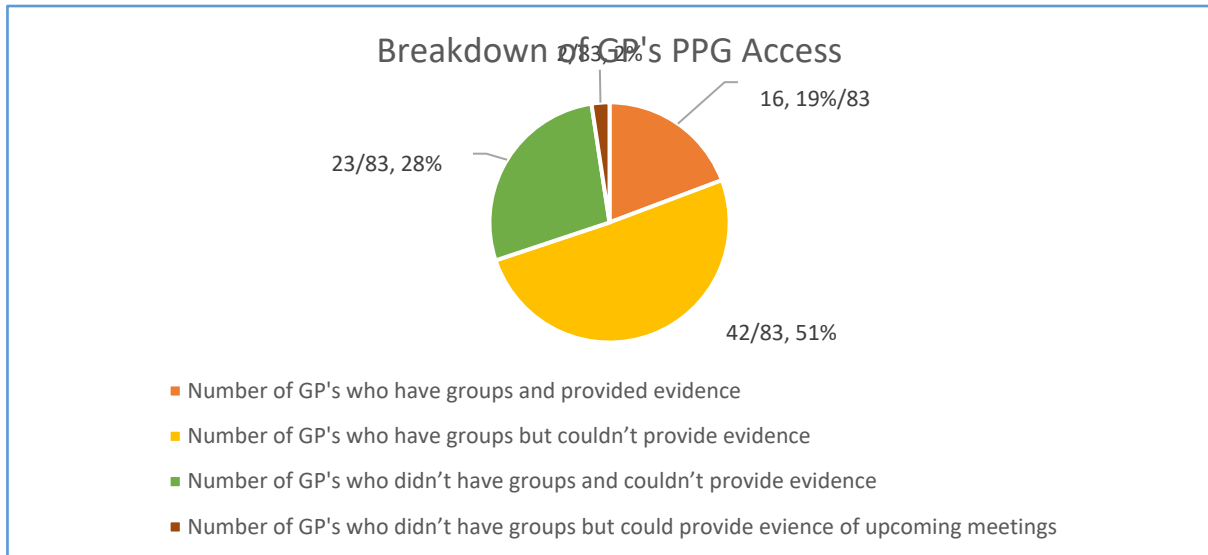
3.0 Main issues

3.1 Overall, 70% of the practices we contacted had evidence of a Patient Participation Group either on their website or via the calls we made to them. However, only 19% of the overall number of practices were able to provide clear details on how to join, where they would be and when they would be.

3.2 This means that a large number of practices who had evidence of a PPG couldn't provide details about the groups, 51% to be precise.

3.3 Moreover, our figures show that 28% of the practices did not have evidence of a Patient Participation Group either online or via the phone calls we made.

3.4 Aside from these results, 2% of practices we contacted outlined to us their plans to restart their Patient Participation Group and provided clear details on when they would be back, how to join and where they would be conducted.



4.0 Recommendations

1. Access to Patient Participation Groups (PPGs) needs to improve. We suggest the following:

- Adopt a clear method across the board of how a person can join the PPGs so that every practice has the same process
- Make this process accessible to the wider population such as those who do not have access to the internet or those who are unable to visit the practice

2. The GP practices in Manchester who we contacted need to restart their Patient Participation Groups if they have not done so already. Where possible the previous members of each practice's PPG need inviting to this reformation as well as providing this opportunity to all other patients.

3. The staff in each GP practice need to familiarise themselves with the role and requirements regarding Patient Participation Groups in order to support PPGs more effectively and efficiently.